

National Cancer Patient Experience Survey

2017 Results

East Midlands Cancer Alliance

Published November 2018

The National Cancer Patient Experience Survey is undertaken by Quality Health on behalf of NHS England



Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	6
How to use the data	6
Response rates	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	10
Seeing your GP	10
Diagnostic Tests	11
Finding out what was wrong with you	12
Deciding the best treatment for you	13
Clinical Nurse Specialist	15
Support for people with cancer	16
Operations	17
Hospital care as an inpatient	18
Hospital care as a day patient / outpatient	21
Home care and support	23
Care from your general practice	24
Your overall NHS care	25
Comparisons by tumour group for this Cancer Alliance	27
Seeing your GP	27
Diagnostic Tests	28
Finding out what was wrong with you	29
Deciding the best treatment for you	30
Clinical Nurse Specialist	31
Support for people with cancer	32
Operations	33
Hospital care as an inpatient	34
Hospital care as a day patient / outpatient	36
Home care and support	37
Care from your general practice	38
Your overall NHS care	39
Annex	40
Response Rates	40
Respondents by tumour group	40
Respondents by age and gender	40
Expected Range Summary - Trusts	41
Dashboard Questions - Trusts	42
Expected Range Summary - CCGs	49
Dashboard Questions - CCGs	50

Table of Contents (continued)

Methodology	57
Further information	57
Redevelopment of the 2017 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

Introduction

The National Cancer Patient Experience Survey 2017 is the seventh iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

www.ncpes.co.uk

Further details on the survey methodology and changes to the 2017 survey can be found in the Annex towards the end of this report.

This report

The report shows how this Cancer Alliance scored for each question in the survey, compared with national results. It is aimed at helping individual Cancer Alliances to understand their performance and identify areas for local improvement.

Note that responses for questions with 1-20 respondents have been suppressed. This is to protect patient confidentiality and because uncertainty around the result is too great.

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

Column 1 shows the number of respondents for 2016 to this question

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

Column 3 shows the number of respondents for 2017 to this question

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2016)

Column 6 shows the case-mix adjusted 2017 score for this Cancer Alliance

Column 7 shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

Column 8 shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	3,888	77%	3,806	77%		77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	5,235	84%	5,102	84%		84%	83%	86%	84%

Results for individual response options are presented in the detailed data tables available at:

www.ncpes.co.uk

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

The same colour convention has been used in Column 6 of the data tables.

For further details on expected ranges, please refer to the technical document at:

www.ncpes.co.uk

Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

These breakdowns are intended as additional information for Cancer Alliances to understand the differences between the experiences of patients with different types of cancer. The numbers can be relatively small and differences may not be statistically significant. They should therefore be treated with some caution.

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

Questions used solely to direct respondents to different parts of the survey (questions 4, 24, 27, 40, 43, 46) and other demographic and information questions are not reported.

How to use the data

Unadjusted data should be used to see the actual responses from patients relating to the Cancer Alliance.

Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

www.ncpes.co.uk

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

Response rates

Numbers of respondents by tumour group, age and gender can be found in the Annex towards the end of this report.

Executive Summary

8.7 The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

The following questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England* :

78% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

91% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

87% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

88% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

95% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

60% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

www.ncpes.co.uk

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

* www.cancerdata.nhs.uk/dashboard

The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all case-mix adjusted.

**National Cancer Patient Experience Survey 2017
East Midlands**

Questions which scored outside expected range

Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Lower limit of expected range	

Support for people with cancer

Q22	Hospital staff gave information on getting financial help	2,599	53%	54%	63%	58%
-----	---	-------	-----	-----	-----	-----

Hospital care as a day patient / outpatient

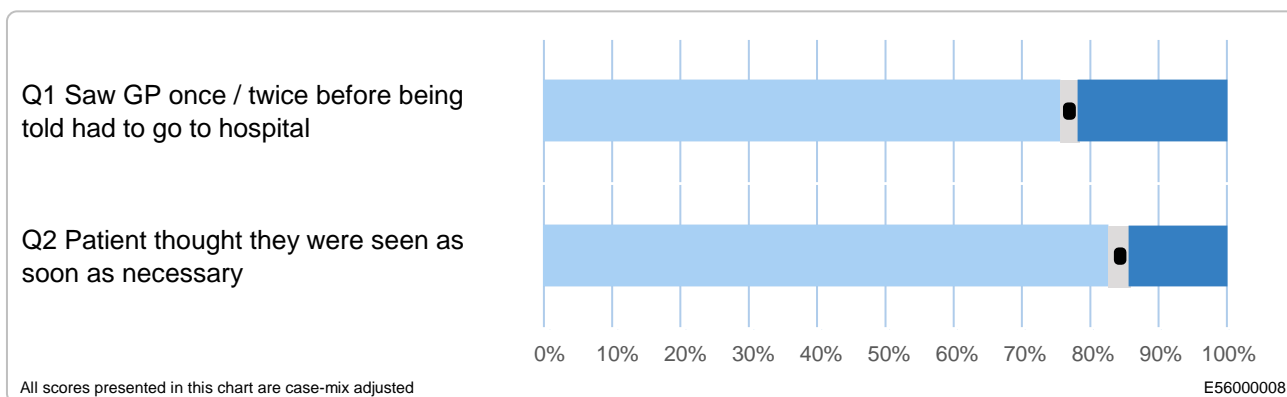
Q41	Patient was able to discuss worries or fears with staff during visit	3,846	67%	67%	74%	71%
-----	--	-------	-----	-----	-----	-----

Your overall NHS care

Q56	Overall the administration of the care was very good / good	5,143	88%	88%	91%	90%
-----	---	-------	-----	-----	-----	-----

Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	3,888	77%	3,806	77%		77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	5,235	84%	5,102	84%		84%	83%	86%	84%

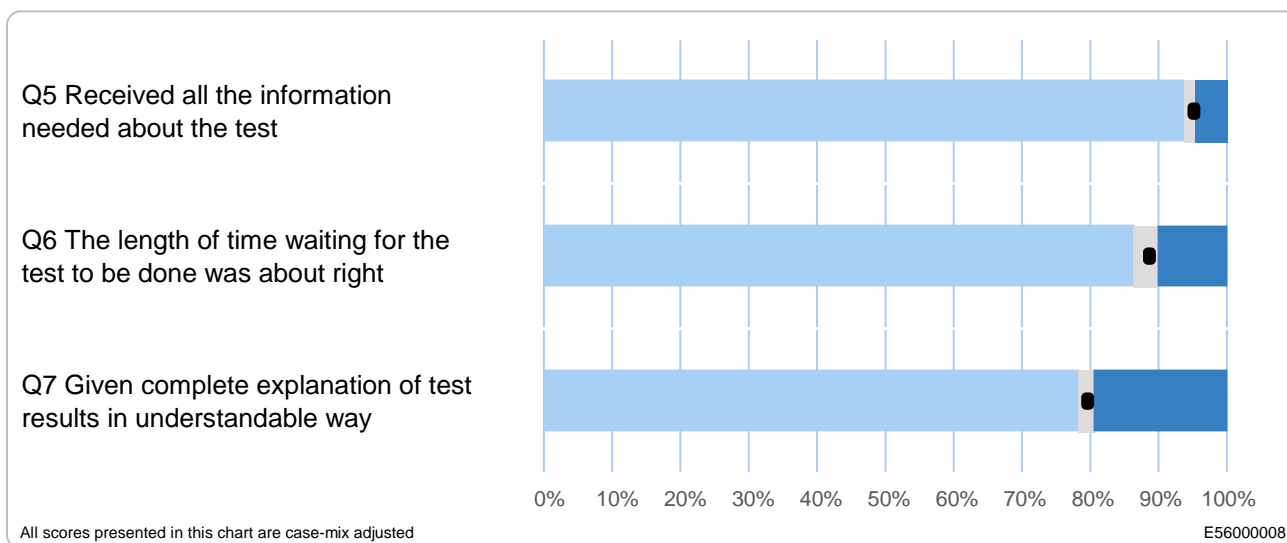
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	4,599	94%	4,515	95%		95%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	4,615	86%	4,556	88%	↑	88%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	4,626	77%	4,561	80%	↑	79%	78%	81%	79%

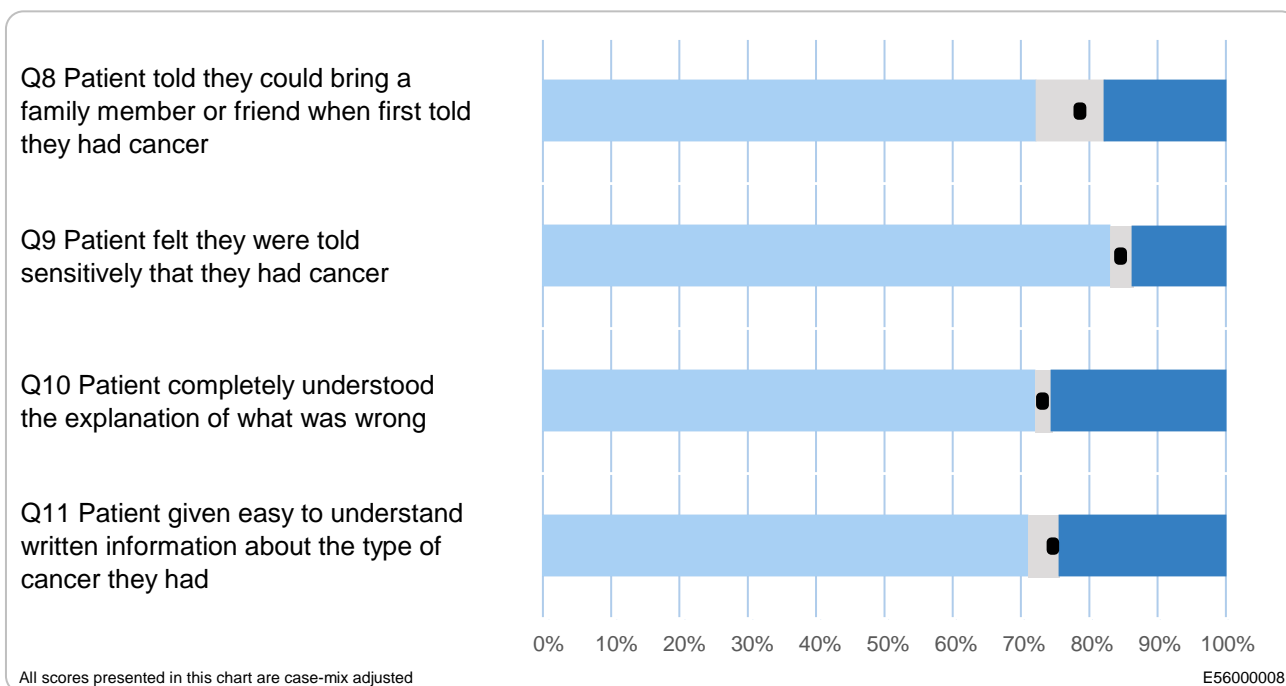
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Finding out what was wrong with you



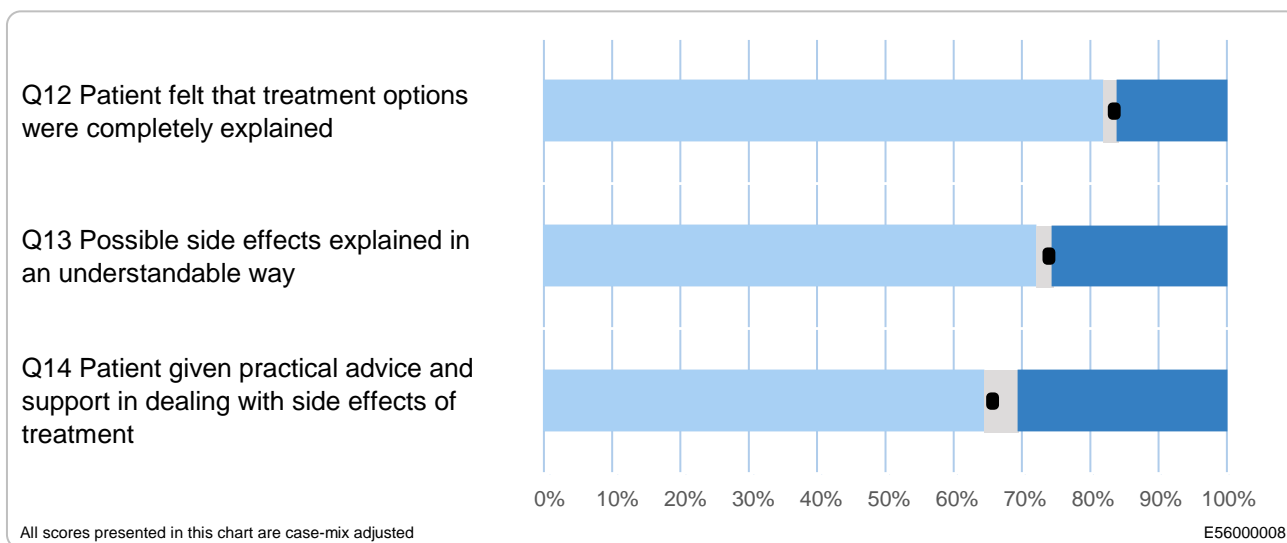
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	4,965	76%	4,840	79%		78%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	5,231	84%	5,093	84%		84%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	5,304	72%	5,170	73%		73%	72%	74%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	4,712	73%	4,641	75%		74%	71%	76%	73%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Deciding the best treatment for you (Part 1 of 2)



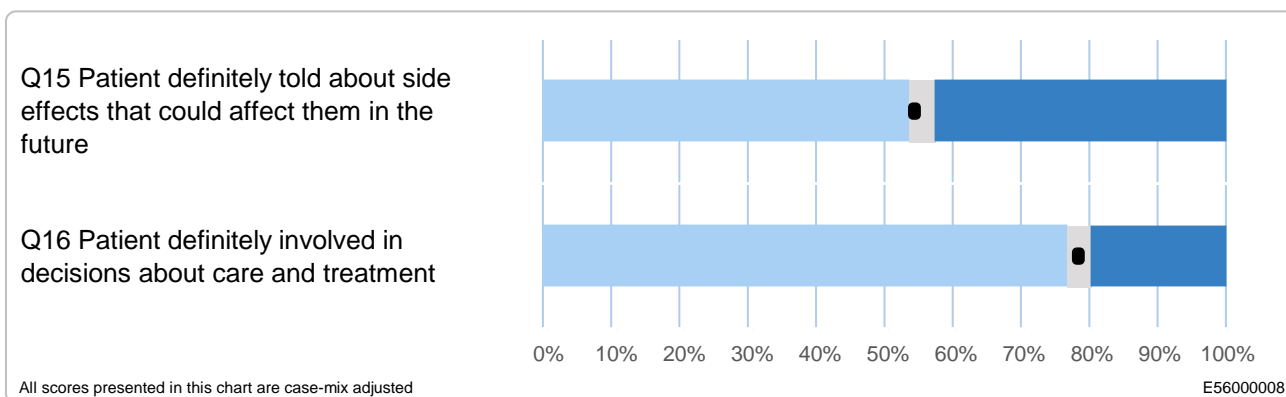
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	4,682	82%	4,588	83%		83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	5,081	71%	4,988	74%	↑	74%	72%	74%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	5,070	64%	4,939	66%		65%	64%	69%	67%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Deciding the best treatment for you (Part 2 of 2)



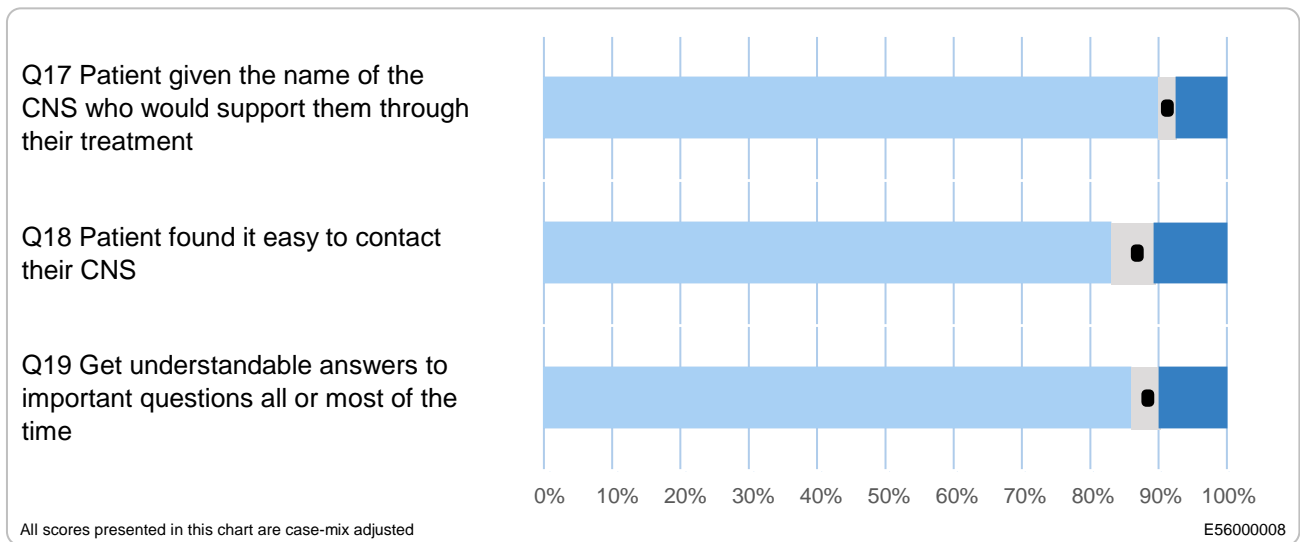
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	4,765	53%	4,701	54%		54%	57%	56%	
Q16	Patient definitely involved in decisions about care and treatment	5,122	76%	5,031	78%	↑	77%	80%	79%	

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Clinical Nurse Specialist



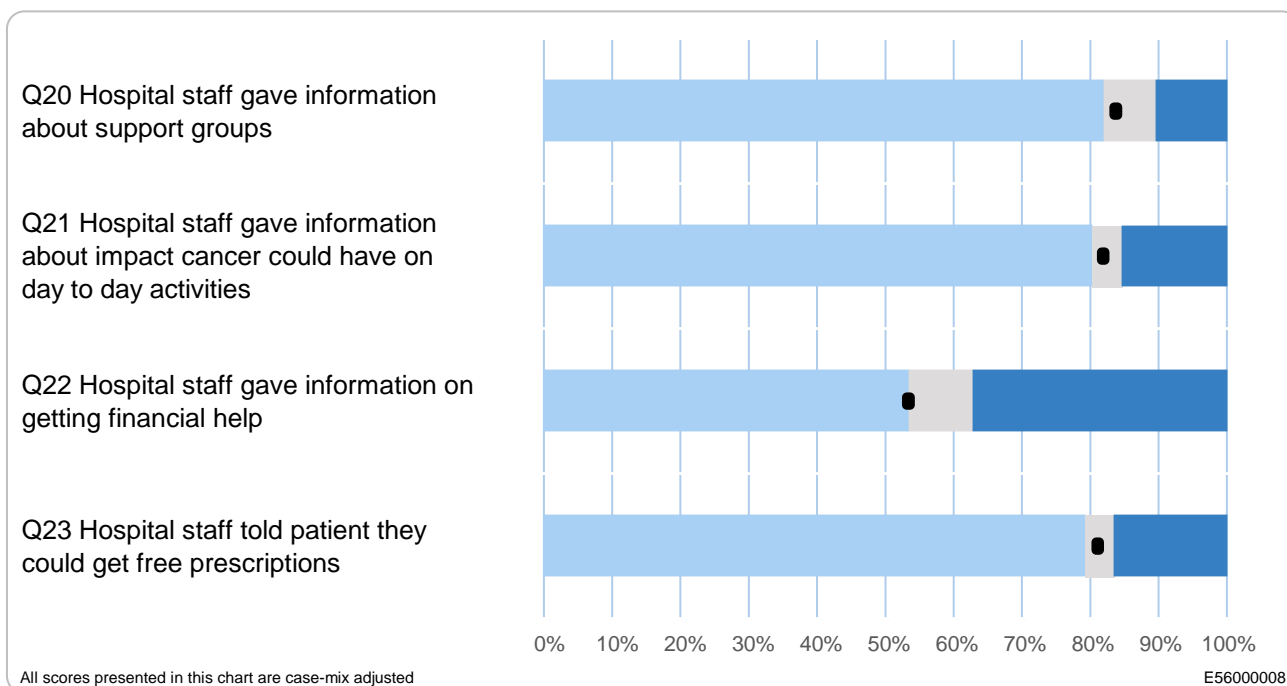
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	5,076	90%	4,984	91%		91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	3,921	86%	3,902	87%		87%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	3,784	87%	3,725	88%		88%	86%	90%	88%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Support for people with cancer



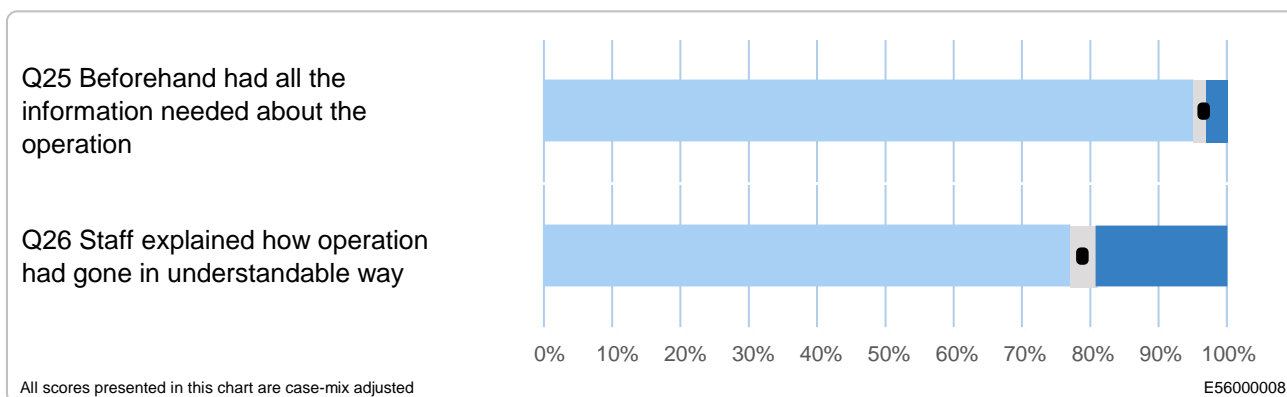
Question	Unadjusted Scores					2017 Case Mix Adjusted				
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score						
Q20	Hospital staff gave information about support groups	3,930	81%	3,900	84%	↑	83%	82%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	3,546	79%	3,389	82%	↑	82%	80%	85%	82%
Q22	Hospital staff gave information on getting financial help	2,793	53%	2,599	54%		53%	54%	63%	58%
Q23	Hospital staff told patient they could get free prescriptions	2,441	79%	2,339	81%		81%	79%	83%	81%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Operations



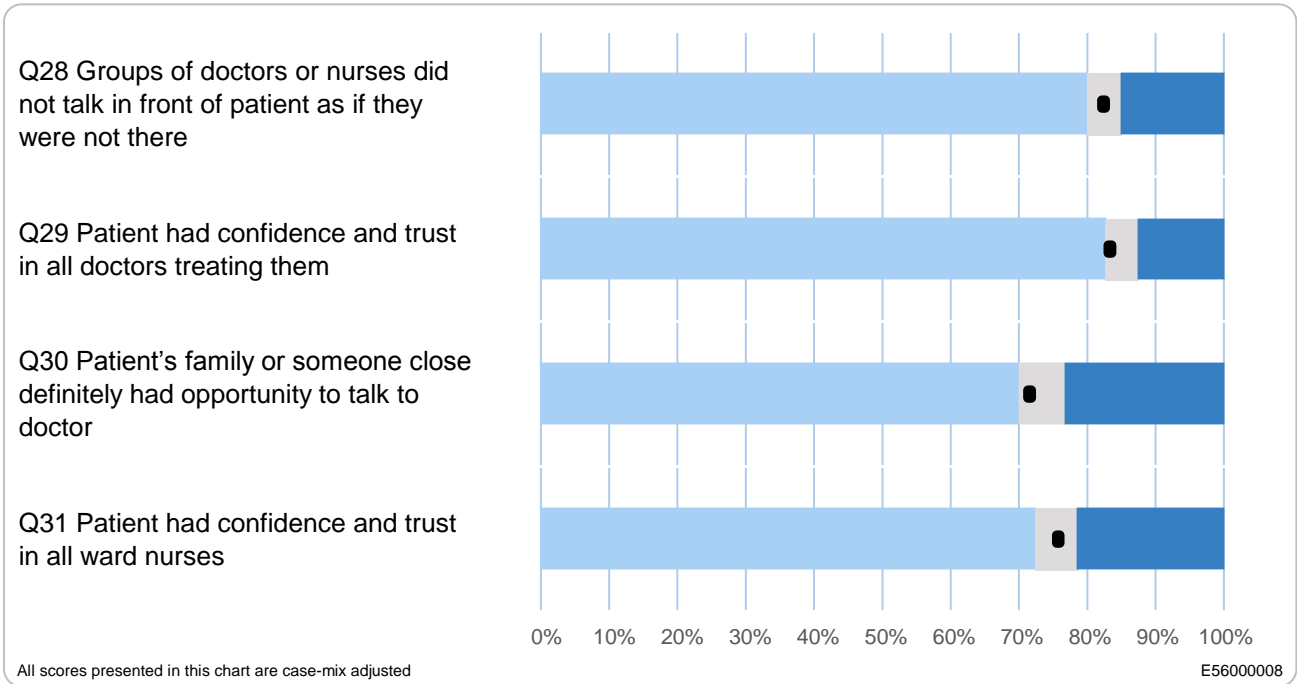
Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q25	Beforehand had all the information needed about the operation	2,943	96%	2,950	96%		95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,922	77%	2,918	79%		77%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



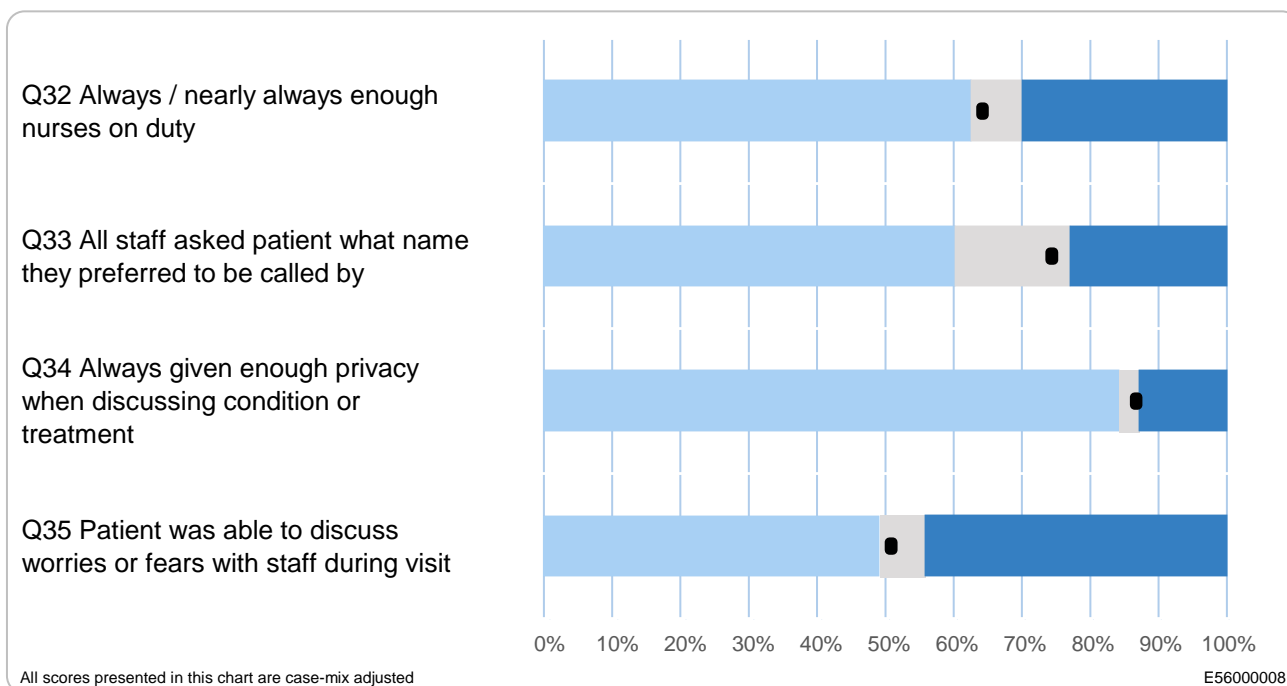
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	3,465	80%	3,402	82%	↑	82%	80%	85%	82%
Q29	3,473	82%	3,412	83%		83%	83%	87%	85%
Q30	2,900	69%	2,844	71%		71%	70%	77%	73%
Q31	3,475	73%	3,404	75%		75%	72%	79%	76%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



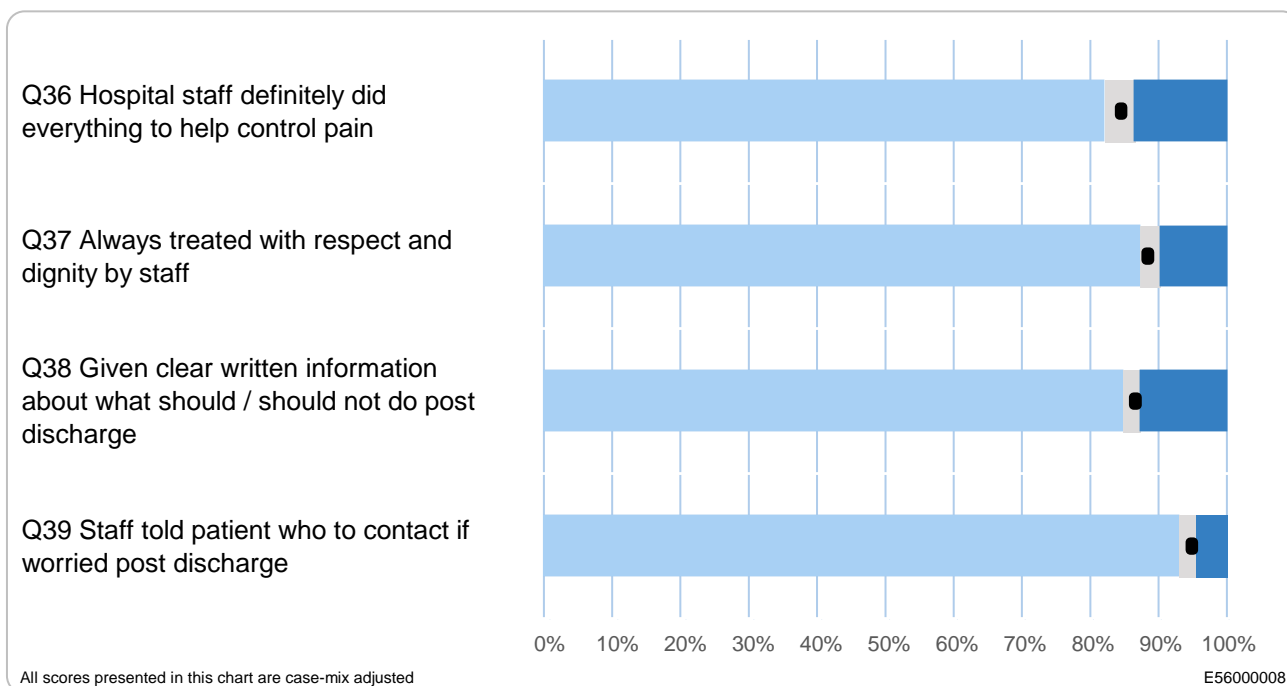
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	3,457	64%	3,402	64%		64%	63%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	3,454	73%	3,384	74%		74%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	3,478	85%	3,410	87%		86%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	2,601	50%	2,498	51%		51%	49%	56%	53%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)



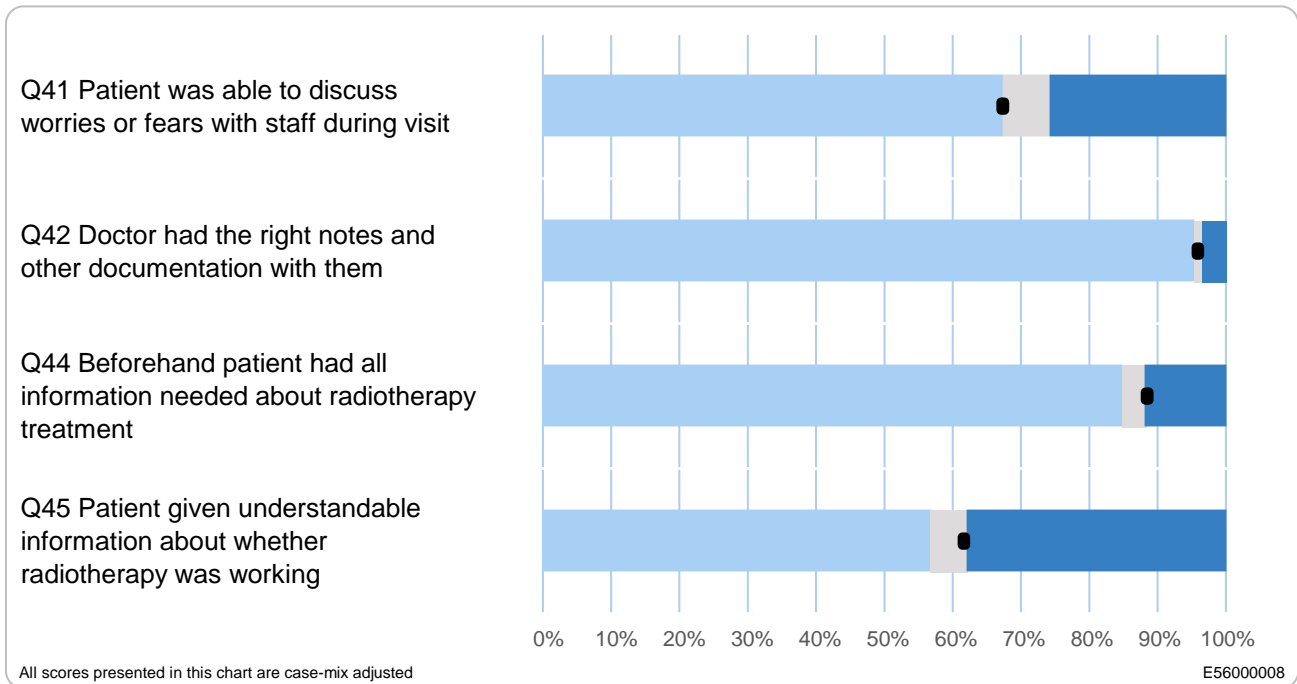
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Case Mix Adjusted		National Average Score			
Number of respondents	Score	Number of respondents		Score	2017 Score		Expected range - lower	Expected range - upper	
Q36 Hospital staff definitely did everything to help control pain	3,027	84%	2,985	84%		84%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	3,473	87%	3,404	88%		88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	3,280	85%	3,218	86%		86%	85%	87%	86%
Q39 Staff told patient who to contact if worried post discharge	3,351	94%	3,288	95%		95%	93%	95%	94%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as a day patient / outpatient (Part 1 of 2)



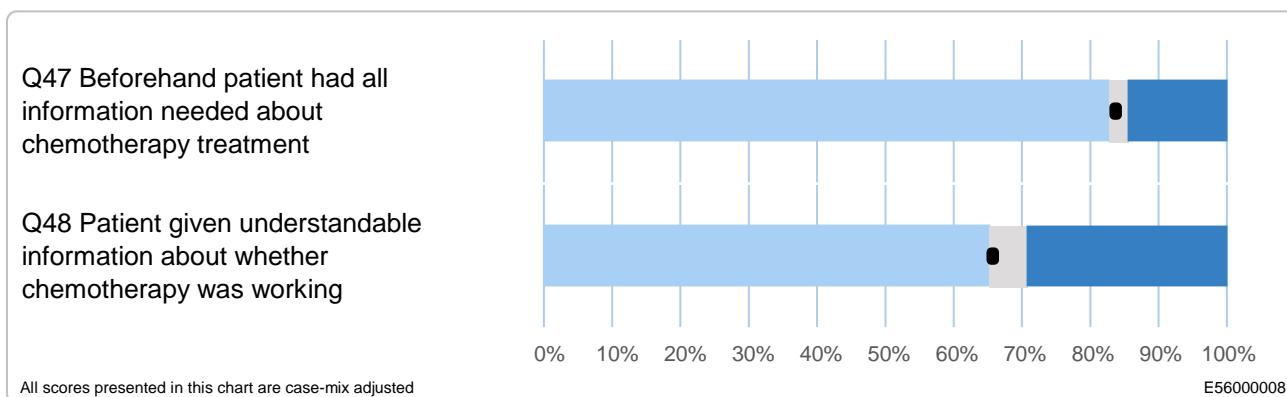
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	3,978	68%	3,846	67%		67%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	4,652	94%	4,569	96%	↑	96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,639	86%	1,585	88%		88%	85%	88%	87%
Q45 Patient given understandable information about whether radiotherapy was working	1,406	57%	1,339	61%	↑	61%	57%	62%	59%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as a day patient / outpatient (Part 2 of 2)



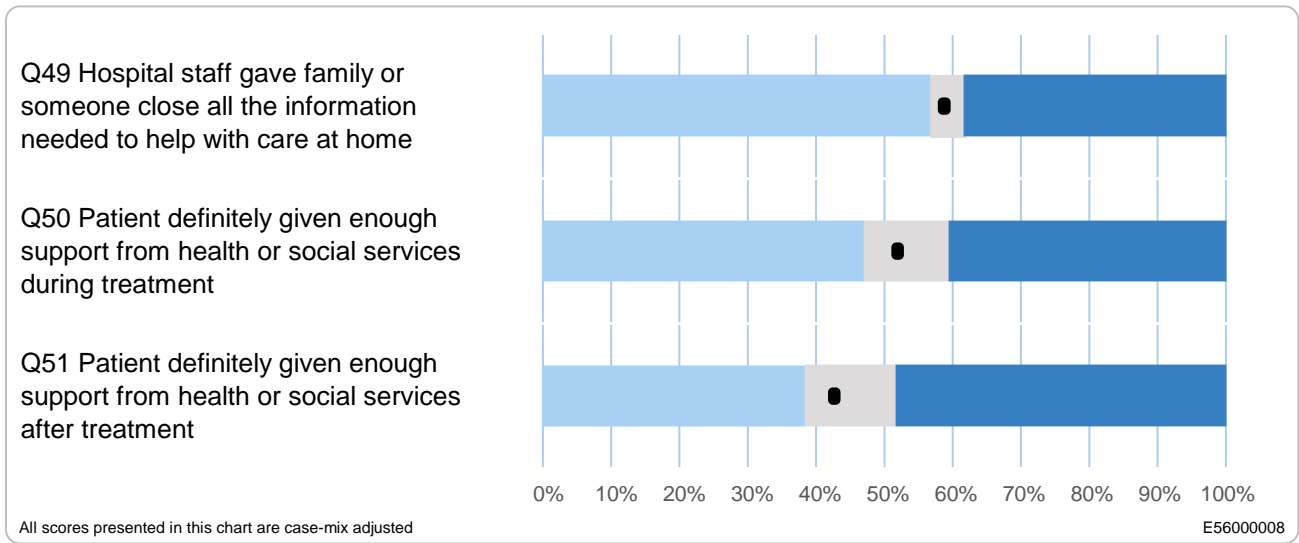
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	2,833	82%	2,769	83%		83%	83%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	2,561	64%	2,520	65%		65%	65%	71%	68%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Home care and support



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	4,276	56%	4,218	59%		59%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	2,655	50%	2,501	52%		52%	47%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,601	43%	1,526	43%		42%	38%	52%	45%

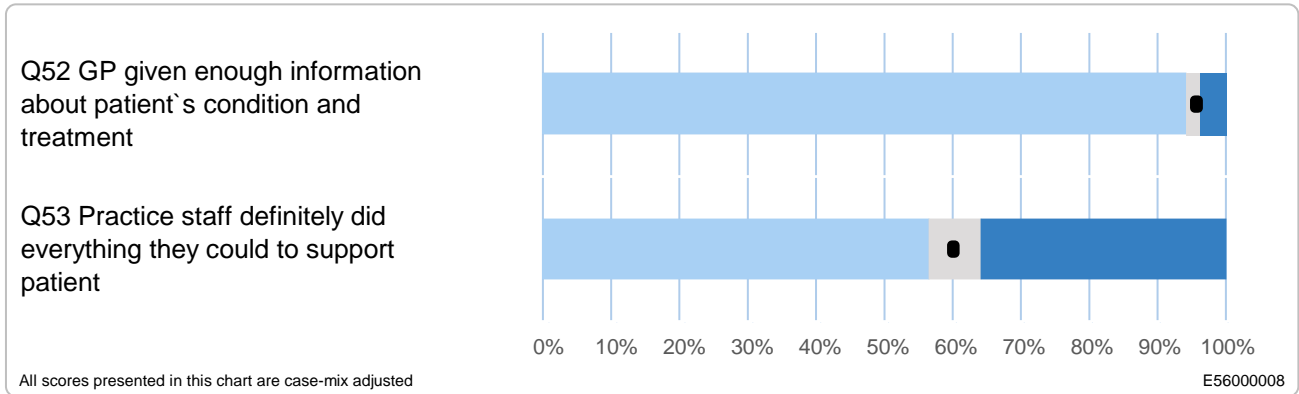
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Care from your general practice



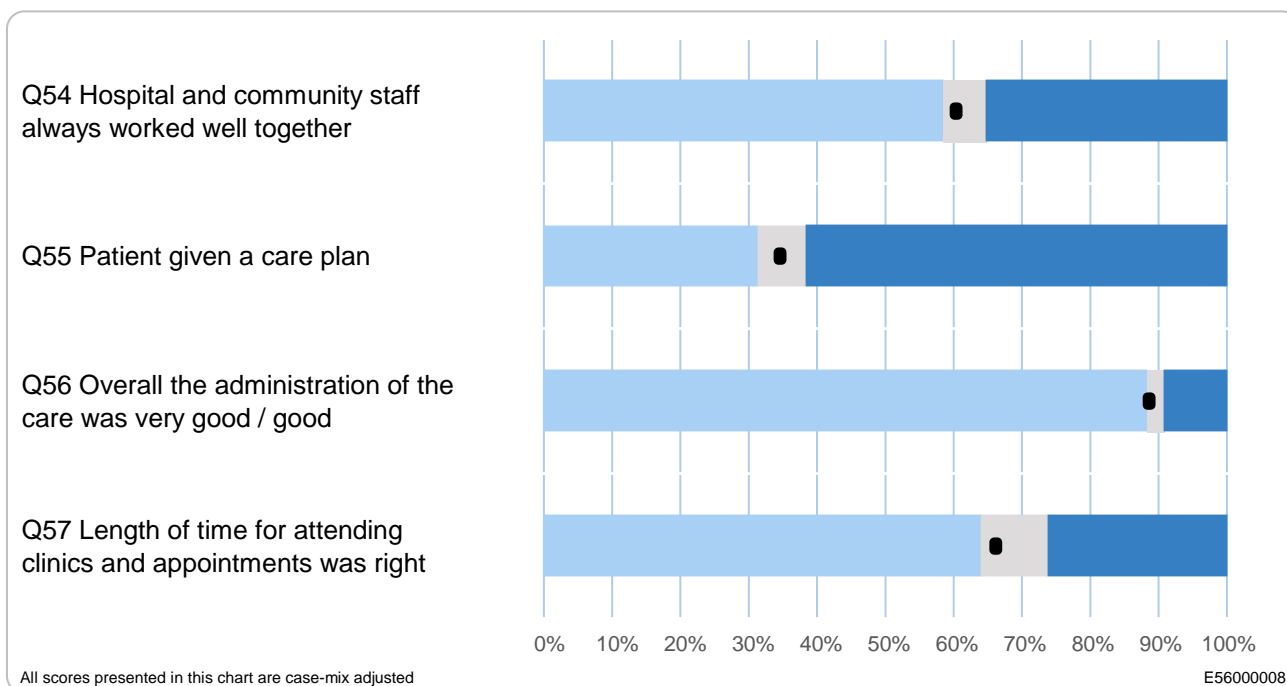
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	4,531	96%	4,426	96%		95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	3,749	59%	3,588	60%		60%	57%	64%	60%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 1 of 2)



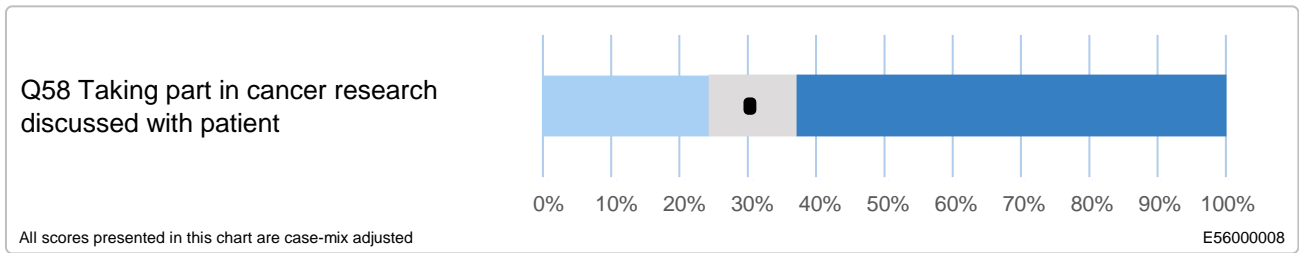
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Case Mix Adjusted		National Average Score			
Number of respondents	Score	Number of respondents		Score	2017 Score		Expected range - lower	Expected range - upper	
Q54 Hospital and community staff always worked well together	5,089	59%	4,997	60%	60%	58%	65%	62%	
Q55 Patient given a care plan	4,115	32%	3,991	34%	34%	31%	38%	35%	
Q56 Overall the administration of the care was very good / good	5,219	88%	5,143	88%	88%	88%	91%	90%	
Q57 Length of time for attending clinics and appointments was right	5,196	64%	5,105	66%	66%	64%	74%	69%	

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

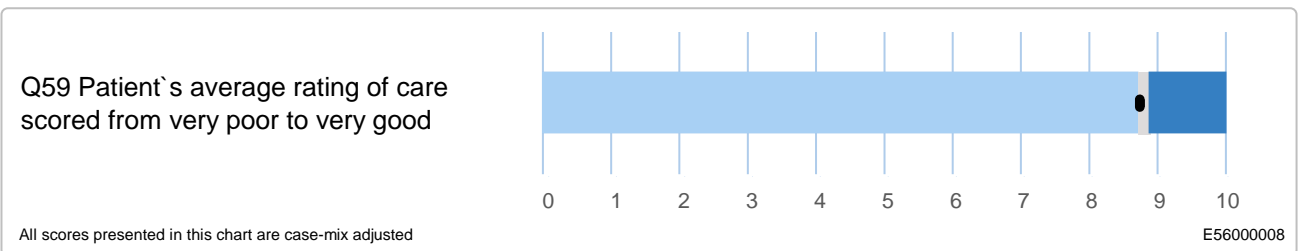
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q58 Taking part in cancer research discussed with patient	5,016	29%	4,929	30%		30%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q59 Patient's average rating of care scored from very poor to very good	5,146	8.6	5,055	8.7		8.7	8.7	8.9	8.8

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Comparisons by tumour group for this Cancer Alliance

The following tables show the unadjusted Cancer Alliance (CA) and the national percentage scores for each question broken down by tumour group. Where a cell in the table contains an asterisk this indicates that the number of patients in that group was below 21 and too small to display. Where a cell in the table contains "n.a." this indicates that there were no respondents for that tumour group.

Seeing your GP

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This CA §	National	This CA §	National
Brain / CNS	*	68%	79%	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	70%	72%	80%	82%
Gynaecological	77%	76%	86%	81%
Haematological	68%	64%	83%	82%
Head and Neck	74%	77%	75%	79%
Lung	66%	68%	81%	83%
Prostate	78%	79%	88%	87%
Sarcoma	71%	67%	71%	67%
Skin	84%	90%	79%	86%
Upper Gastro	74%	72%	82%	79%
Urological	82%	82%	81%	86%
Other	69%	72%	78%	79%
All Cancers	77%	77%	84%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
East Midlands**

Diagnostic tests

	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
Cancer type	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	96%	95%	91%	86%	87%	77%
Breast	95%	95%	92%	92%	83%	83%
Colorectal / LGT	96%	96%	87%	88%	82%	82%
Gynaecological	95%	93%	86%	86%	80%	76%
Haematological	96%	94%	91%	89%	78%	76%
Head and Neck	89%	91%	91%	86%	73%	77%
Lung	96%	95%	89%	88%	76%	78%
Prostate	93%	94%	85%	87%	80%	81%
Sarcoma	97%	91%	79%	79%	82%	75%
Skin	95%	95%	85%	87%	83%	84%
Upper Gastro	95%	93%	84%	84%	75%	75%
Urological	93%	94%	89%	88%	75%	79%
Other	95%	95%	87%	87%	79%	77%
All Cancers	95%	95%	88%	88%	79%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	81%	83%	71%	79%	68%	65%	72%	65%
Breast	86%	84%	88%	89%	80%	78%	79%	77%
Colorectal / LGT	83%	82%	86%	86%	78%	79%	71%	72%
Gynaecological	74%	71%	84%	82%	75%	73%	81%	71%
Haematological	70%	72%	83%	83%	57%	59%	75%	76%
Head and Neck	75%	73%	79%	85%	76%	74%	65%	65%
Lung	74%	77%	80%	83%	70%	75%	64%	65%
Prostate	82%	79%	87%	85%	76%	79%	85%	82%
Sarcoma	68%	70%	89%	82%	56%	67%	67%	59%
Skin	64%	66%	85%	88%	83%	81%	85%	83%
Upper Gastro	84%	78%	82%	80%	73%	73%	68%	66%
Urological	73%	73%	80%	83%	76%	77%	70%	73%
Other	77%	75%	83%	82%	73%	71%	66%	64%
All Cancers	78%	77%	84%	85%	73%	73%	74%	73%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	78%	81%	85%	75%	64%	65%
Breast	87%	84%	76%	75%	69%	70%
Colorectal / LGT	87%	86%	76%	77%	68%	71%
Gynaecological	84%	84%	81%	76%	65%	67%
Haematological	81%	80%	70%	70%	64%	65%
Head and Neck	83%	84%	70%	69%	63%	67%
Lung	81%	84%	73%	75%	63%	69%
Prostate	83%	83%	75%	73%	64%	65%
Sarcoma	67%	78%	62%	71%	57%	63%
Skin	91%	88%	74%	77%	76%	73%
Upper Gastro	85%	82%	74%	71%	67%	65%
Urological	75%	82%	70%	71%	63%	62%
Other	81%	80%	72%	72%	62%	64%
All Cancers	83%	83%	74%	73%	65%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	52%	55%	77%	75%
Breast	58%	57%	77%	79%
Colorectal / LGT	55%	59%	80%	81%
Gynaecological	56%	54%	82%	79%
Haematological	48%	50%	79%	77%
Head and Neck	58%	58%	71%	77%
Lung	49%	54%	80%	79%
Prostate	66%	64%	81%	81%
Sarcoma	48%	53%	83%	77%
Skin	67%	66%	83%	86%
Upper Gastro	50%	52%	79%	77%
Urological	53%	53%	75%	76%
Other	48%	51%	73%	75%
All Cancers	54%	56%	78%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
East Midlands**

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	96%	96%	77%	85%	80%	87%
Breast	94%	95%	83%	86%	88%	88%
Colorectal / LGT	90%	92%	89%	88%	89%	89%
Gynaecological	92%	94%	91%	85%	92%	87%
Haematological	95%	91%	88%	88%	88%	88%
Head and Neck	93%	89%	87%	88%	88%	88%
Lung	94%	94%	85%	87%	82%	87%
Prostate	88%	90%	88%	84%	90%	88%
Sarcoma	94%	89%	78%	82%	87%	87%
Skin	92%	90%	87%	88%	93%	93%
Upper Gastro	90%	92%	86%	86%	89%	87%
Urological	83%	83%	88%	85%	88%	88%
Other	87%	89%	86%	85%	89%	86%
All Cancers	91%	91%	87%	86%	88%	88%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
East Midlands

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	74%	88%	68%	82%	52%	74%	79%	78%
Breast	88%	90%	87%	86%	59%	62%	81%	81%
Colorectal / LGT	83%	86%	80%	83%	46%	55%	84%	84%
Gynaecological	83%	85%	84%	81%	54%	59%	79%	77%
Haematological	82%	84%	84%	83%	58%	59%	87%	86%
Head and Neck	79%	84%	82%	82%	58%	61%	81%	82%
Lung	80%	85%	72%	80%	58%	69%	82%	85%
Prostate	92%	89%	86%	85%	44%	49%	78%	79%
Sarcoma	69%	79%	76%	74%	57%	53%	*	74%
Skin	80%	87%	78%	83%	53%	56%	57%	62%
Upper Gastro	81%	84%	79%	82%	57%	61%	88%	84%
Urological	79%	78%	73%	74%	32%	39%	64%	71%
Other	78%	82%	77%	78%	56%	57%	80%	81%
All Cancers	83%	86%	82%	82%	53%	58%	81%	81%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
East Midlands**

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	*	93%	86%	76%
Breast	98%	97%	78%	79%
Colorectal / LGT	96%	96%	82%	83%
Gynaecological	98%	96%	82%	80%
Haematological	92%	93%	71%	75%
Head and Neck	99%	96%	73%	77%
Lung	98%	95%	82%	78%
Prostate	93%	96%	77%	78%
Sarcoma	96%	94%	83%	78%
Skin	95%	96%	86%	84%
Upper Gastro	96%	96%	76%	78%
Urological	96%	95%	77%	76%
Other	97%	95%	81%	78%
All Cancers	96%	96%	79%	79%

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	91%	89%	86%	87%	75%	76%	80%	78%
Colorectal / LGT	78%	78%	82%	86%	68%	73%	69%	71%
Gynaecological	88%	86%	87%	86%	76%	74%	74%	72%
Haematological	81%	81%	84%	81%	74%	75%	74%	75%
Head and Neck	77%	81%	84%	84%	74%	73%	65%	72%
Lung	75%	76%	79%	82%	70%	75%	79%	76%
Prostate	84%	86%	86%	90%	76%	75%	82%	81%
Sarcoma	71%	81%	74%	81%	57%	69%	74%	70%
Skin	84%	89%	90%	90%	85%	79%	88%	83%
Upper Gastro	77%	74%	77%	83%	69%	71%	69%	71%
Urological	78%	80%	85%	86%	66%	69%	77%	78%
Other	77%	80%	74%	81%	65%	71%	74%	72%
All Cancers	82%	82%	83%	85%	71%	73%	75%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	69%	70%	69%	64%	89%	87%	55%	56%
Colorectal / LGT	57%	62%	74%	71%	86%	85%	46%	53%
Gynaecological	67%	65%	73%	65%	85%	82%	51%	52%
Haematological	59%	63%	76%	69%	87%	86%	55%	55%
Head and Neck	67%	63%	77%	68%	82%	85%	51%	53%
Lung	70%	69%	83%	72%	84%	84%	46%	49%
Prostate	66%	71%	71%	69%	90%	89%	53%	53%
Sarcoma	48%	61%	68%	65%	74%	83%	62%	48%
Skin	75%	76%	73%	71%	92%	89%	55%	58%
Upper Gastro	62%	63%	84%	76%	86%	84%	53%	50%
Urological	67%	69%	78%	72%	85%	85%	48%	46%
Other	59%	62%	72%	69%	83%	83%	43%	48%
All Cancers	64%	66%	74%	69%	86%	86%	51%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
East Midlands

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	88%	87%	91%	90%	93%	92%	97%	96%
Colorectal / LGT	81%	85%	86%	87%	84%	84%	94%	94%
Gynaecological	81%	84%	88%	87%	88%	87%	95%	93%
Haematological	88%	82%	90%	90%	81%	80%	97%	96%
Head and Neck	78%	82%	84%	87%	82%	85%	90%	92%
Lung	88%	85%	86%	89%	83%	83%	91%	92%
Prostate	87%	86%	89%	91%	89%	89%	94%	95%
Sarcoma	77%	85%	81%	87%	73%	77%	87%	92%
Skin	90%	87%	92%	93%	86%	91%	90%	96%
Upper Gastro	85%	82%	83%	87%	84%	82%	92%	94%
Urological	82%	82%	88%	89%	87%	86%	93%	91%
Other	83%	83%	87%	88%	82%	81%	95%	93%
All Cancers	84%	84%	88%	89%	86%	86%	95%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	100%	97%	*	91%	*	59%
Breast	68%	71%	95%	96%	90%	88%	60%	59%
Colorectal / LGT	68%	74%	97%	96%	87%	85%	60%	58%
Gynaecological	65%	69%	96%	96%	86%	85%	70%	65%
Haematological	70%	73%	98%	97%	87%	83%	60%	60%
Head and Neck	65%	70%	96%	96%	94%	86%	71%	64%
Lung	62%	70%	96%	95%	83%	86%	59%	58%
Prostate	71%	74%	94%	96%	88%	88%	58%	59%
Sarcoma	62%	70%	97%	95%	*	81%	*	53%
Skin	70%	72%	96%	96%	*	77%	*	70%
Upper Gastro	68%	70%	95%	95%	81%	86%	65%	56%
Urological	65%	66%	95%	96%	83%	84%	53%	54%
Other	64%	68%	94%	95%	89%	87%	67%	59%
All Cancers	67%	71%	96%	96%	88%	87%	61%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	83%	83%	57%	62%
Colorectal / LGT	80%	84%	60%	66%
Gynaecological	91%	86%	68%	67%
Haematological	84%	84%	76%	75%
Head and Neck	81%	78%	39%	58%
Lung	83%	85%	66%	69%
Prostate	84%	86%	69%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	86%	84%	67%	64%
Urological	81%	84%	64%	69%
Other	83%	85%	65%	69%
All Cancers	83%	84%	65%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	54%	57%	*	49%	*	44%
Breast	60%	59%	50%	53%	39%	42%
Colorectal / LGT	58%	62%	58%	62%	47%	52%
Gynaecological	61%	57%	47%	47%	34%	38%
Haematological	59%	61%	49%	52%	42%	45%
Head and Neck	64%	63%	50%	56%	41%	50%
Lung	56%	58%	50%	51%	46%	42%
Prostate	59%	60%	50%	50%	39%	44%
Sarcoma	56%	57%	55%	49%	*	43%
Skin	64%	67%	68%	61%	*	59%
Upper Gastro	57%	59%	54%	53%	47%	45%
Urological	58%	58%	49%	48%	51%	45%
Other	53%	56%	53%	53%	42%	45%
All Cancers	59%	59%	52%	53%	42%	45%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
East Midlands**

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	100%	94%	60%	52%
Breast	95%	96%	62%	61%
Colorectal / LGT	95%	95%	59%	60%
Gynaecological	96%	95%	63%	56%
Haematological	96%	96%	56%	58%
Head and Neck	92%	93%	47%	60%
Lung	97%	95%	58%	60%
Prostate	95%	96%	65%	67%
Sarcoma	97%	94%	42%	55%
Skin	99%	96%	70%	69%
Upper Gastro	94%	93%	61%	60%
Urological	94%	95%	62%	62%
Other	97%	95%	55%	58%
All Cancers	95%	95%	60%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	31%	53%	*	35%	83%	85%	72%	68%
Breast	60%	62%	37%	38%	89%	91%	65%	68%
Colorectal / LGT	58%	61%	38%	38%	88%	89%	71%	71%
Gynaecological	64%	58%	33%	31%	88%	89%	65%	67%
Haematological	63%	63%	36%	34%	93%	92%	58%	65%
Head and Neck	49%	59%	28%	35%	87%	88%	69%	68%
Lung	62%	63%	29%	33%	90%	90%	66%	71%
Prostate	65%	66%	31%	36%	87%	89%	74%	74%
Sarcoma	56%	55%	38%	30%	78%	87%	64%	65%
Skin	74%	70%	46%	44%	88%	89%	74%	75%
Upper Gastro	56%	57%	35%	34%	87%	87%	71%	68%
Urological	60%	63%	30%	30%	87%	87%	72%	75%
Other	51%	57%	29%	30%	85%	88%	56%	65%
All Cancers	60%	62%	34%	35%	88%	90%	66%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	18%	33%	8.4	8.5
Breast	33%	31%	8.8	8.9
Colorectal / LGT	25%	30%	8.7	8.8
Gynaecological	37%	36%	8.8	8.8
Haematological	33%	33%	8.9	8.9
Head and Neck	9%	18%	8.5	8.7
Lung	36%	36%	8.6	8.7
Prostate	31%	35%	8.8	8.8
Sarcoma	36%	39%	8.3	8.6
Skin	16%	18%	8.8	8.9
Upper Gastro	41%	34%	8.7	8.7
Urological	20%	20%	8.7	8.7
Other	31%	33%	8.5	8.7
All Cancers	30%	31%	8.7	8.8

[§] These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000008	8,577	508	8,069	2,622	218	5,229	61%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	29
Breast	1,120
Gynaecological	300
Colorectal / LGT	714
Lung	319
Skin	104
Haematological	871
Upper Gastro	242
Other	451
Urological	402
Prostate	525
Sarcoma	37
Head and Neck	115

* These figures may not match the numerator for all questions in the 'Comparisons by tumour group' section of this report, because not all questions were answered by all respondents.

Respondents by age and gender

The questionnaire asked respondents to give their year of birth. This information has been amalgamated into 8 age bands. The age and gender distribution for the Cancer Alliance was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	8	16	35	146	462	1,016	634	98	2,415
Female	2	35	147	390	672	952	513	103	2,814
Total	10	51	182	536	1,134	1,968	1,147	201	5,229

National Cancer Patient Experience Survey 2017

East Midlands

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RTG	Derby Teaching Hospitals NHS Foundation Trust	1	41	10
RX1	Nottingham University Hospitals NHS Trust		45	7
RK5	Sherwood Forest Hospitals NHS Foundation Trust		48	4
RNQ	Kettering General Hospital NHS Foundation Trust	3	49	
RWE	University Hospitals of Leicester NHS Trust	9	42	1
RNS	Northampton General Hospital NHS Trust	13	38	1
RWD	United Lincolnshire Hospitals NHS Trust	12	40	

National Cancer Patient Experience Survey 2017
East Midlands

Annex (continued)
Dashboard Questions - Trusts

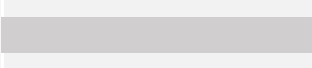
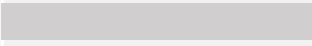



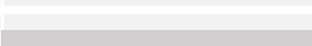
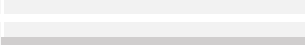
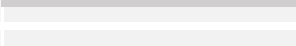

Q59 Patient`s average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000008	East Midlands	5,055	8.74	
RTG	Derby Teaching Hospitals NHS Foundation Trust	733	8.89	
RX1	Nottingham University Hospitals NHS Trust	1,100	8.87	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	217	8.83	
RWE	University Hospitals of Leicester NHS Trust	1,147	8.67	
RWD	United Lincolnshire Hospitals NHS Trust	724	8.63	
RNQ	Kettering General Hospital NHS Foundation Trust	265	8.62	
RNS	Northampton General Hospital NHS Trust	445	8.58	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - Trusts**

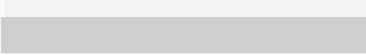
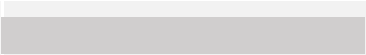

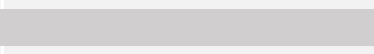
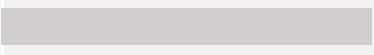
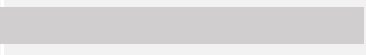
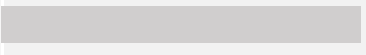
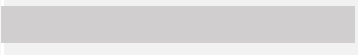
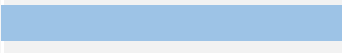
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000008	East Midlands	5,031	78.1%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	220	85.4%	
RX1	Nottingham University Hospitals NHS Trust	1,077	80.4%	
RNQ	Kettering General Hospital NHS Foundation Trust	264	80.4%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	726	78.9%	
RWE	University Hospitals of Leicester NHS Trust	1,135	76.3%	
RWD	United Lincolnshire Hospitals NHS Trust	725	74.7%	
RNS	Northampton General Hospital NHS Trust	456	74.6%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - Trusts**

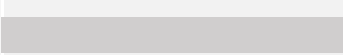
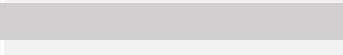

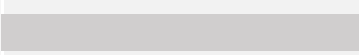
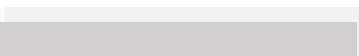
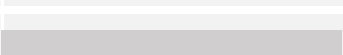
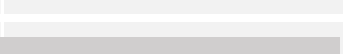

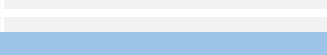
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000008	East Midlands	4,984	91.0%	
RNS	Northampton General Hospital NHS Trust	455	95.3%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	720	93.6%	
RX1	Nottingham University Hospitals NHS Trust	1,080	92.8%	
RWE	University Hospitals of Leicester NHS Trust	1,118	90.9%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	222	89.9%	
RNQ	Kettering General Hospital NHS Foundation Trust	254	88.5%	
RWD	United Lincolnshire Hospitals NHS Trust	707	86.0%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - Trusts**

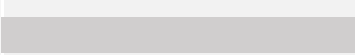
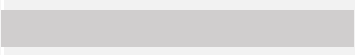

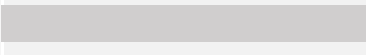


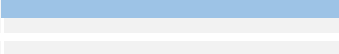
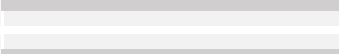

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000008	East Midlands	3,902	86.6%	
RX1	Nottingham University Hospitals NHS Trust	892	90.1%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	176	89.9%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	554	89.2%	
RNQ	Kettering General Hospital NHS Foundation Trust	219	85.3%	
RWD	United Lincolnshire Hospitals NHS Trust	505	84.9%	
RWE	University Hospitals of Leicester NHS Trust	844	84.3%	
RNS	Northampton General Hospital NHS Trust	390	81.6%	

National Cancer Patient Experience Survey 2017
East Midlands

Annex (continued)
Dashboard Questions - Trusts

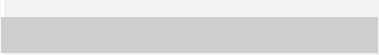
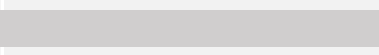

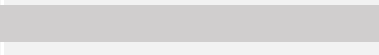


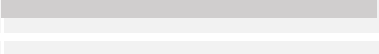
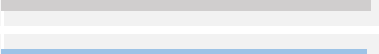
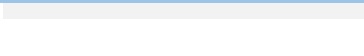
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000008	East Midlands	3,404	88.2%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	516	92.4%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	154	91.7%	
RWE	University Hospitals of Leicester NHS Trust	797	88.6%	
RX1	Nottingham University Hospitals NHS Trust	785	88.1%	
RWD	United Lincolnshire Hospitals NHS Trust	420	85.6%	
RNS	Northampton General Hospital NHS Trust	320	85.4%	
RNQ	Kettering General Hospital NHS Foundation Trust	178	84.8%	

National Cancer Patient Experience Survey 2017
East Midlands

Annex (continued)
Dashboard Questions - Trusts

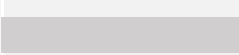
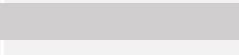
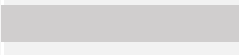

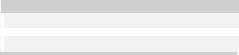
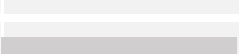

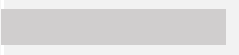

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000008	East Midlands	3,288	94.6%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	493	96.8%	
RWE	University Hospitals of Leicester NHS Trust	771	95.2%	
RX1	Nottingham University Hospitals NHS Trust	765	94.9%	
RWD	United Lincolnshire Hospitals NHS Trust	407	94.8%	
RNQ	Kettering General Hospital NHS Foundation Trust	170	93.9%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	151	92.5%	
RNS	Northampton General Hospital NHS Trust	309	91.6%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - Trusts**

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000008	East Midlands	3,588	59.8%	
RTG	Derby Teaching Hospitals NHS Foundation Trust	523	62.0%	
RNS	Northampton General Hospital NHS Trust	301	60.1%	
RWE	University Hospitals of Leicester NHS Trust	831	60.0%	
RX1	Nottingham University Hospitals NHS Trust	807	59.1%	
RWD	United Lincolnshire Hospitals NHS Trust	526	59.0%	
RK5	Sherwood Forest Hospitals NHS Foundation Trust	152	58.3%	
RNQ	Kettering General Hospital NHS Foundation Trust	165	56.2%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Expected Range Summary - CCGs**

CCG		Expected Range Classification		
04K	NHS Nottingham City CCG		46	6
04R	NHS Southern Derbyshire CCG		47	5
04M	NHS Nottingham West CCG		49	3
04E	NHS Mansfield and Ashfield CCG	1	48	3
04L	NHS Nottingham North and East CCG	1	48	3
03W	NHS East Leicestershire and Rutland CCG	2	47	3
03X	NHS Erewash CCG		52	
04Q	NHS South West Lincolnshire CCG	1	50	1
04H	NHS Newark & Sherwood CCG	2	49	1
04N	NHS Rushcliffe CCG	1	51	
04V	NHS West Leicestershire CCG	5	44	3
99D	NHS South Lincolnshire CCG	3	49	
03T	NHS Lincolnshire East CCG	4	48	
03V	NHS Corby CCG	4	47	
04D	NHS Lincolnshire West CCG	11	41	
04G	NHS Nene CCG	12	40	
04C	NHS Leicester City CCG	14	37	1

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**

Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000008	East Midlands	5,055	8.74	
04K	NHS Nottingham City CCG	252	8.95	
04R	NHS Southern Derbyshire CCG	641	8.90	
04L	NHS Nottingham North and East CCG	190	8.86	
04E	NHS Mansfield and Ashfield CCG	214	8.82	
04M	NHS Nottingham West CCG	168	8.80	
04N	NHS Rushcliffe CCG	133	8.80	
03X	NHS Erewash CCG	116	8.79	
04V	NHS West Leicestershire CCG	536	8.77	
03W	NHS East Leicestershire and Rutland CCG	520	8.76	
03T	NHS Lincolnshire East CCG	392	8.75	
04Q	NHS South West Lincolnshire CCG	194	8.72	
99D	NHS South Lincolnshire CCG	204	8.70	
04H	NHS Newark & Sherwood CCG	145	8.67	
04G	NHS Nene CCG	779	8.60	
04D	NHS Lincolnshire West CCG	285	8.57	
03V	NHS Corby CCG	72	8.55	
04C	NHS Leicester City CCG	214	8.37	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**

Q16 Patient definitely involved in decisions about care and treatment

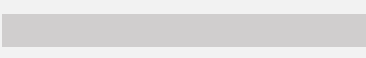
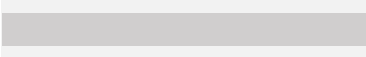
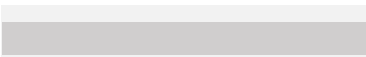
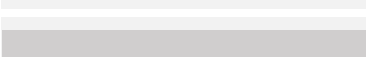
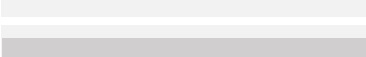
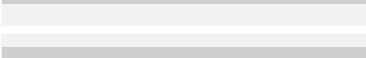
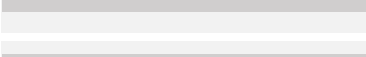


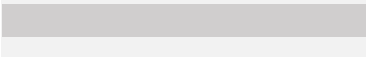
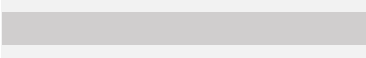
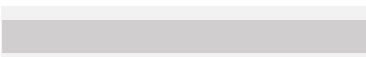
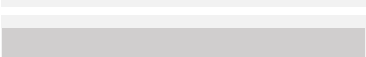
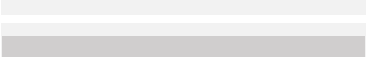
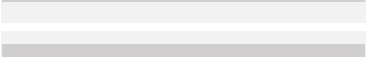
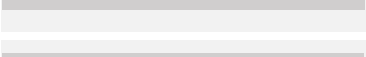

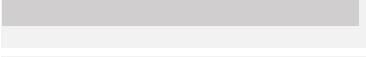

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000008	East Midlands	5,031	78.1%	
04K	NHS Nottingham City CCG	244	83.6%	
04E	NHS Mansfield and Ashfield CCG	215	82.3%	
04L	NHS Nottingham North and East CCG	186	80.6%	
04H	NHS Newark & Sherwood CCG	147	80.3%	
04R	NHS Southern Derbyshire CCG	637	80.2%	
04M	NHS Nottingham West CCG	164	80.1%	
03W	NHS East Leicestershire and Rutland CCG	519	79.6%	
03V	NHS Corby CCG	73	79.4%	
04N	NHS Rushcliffe CCG	134	79.4%	
04Q	NHS South West Lincolnshire CCG	188	78.3%	
99D	NHS South Lincolnshire CCG	203	78.2%	
03T	NHS Lincolnshire East CCG	392	76.9%	
04G	NHS Nene CCG	788	76.8%	
04V	NHS West Leicestershire CCG	532	75.9%	
04C	NHS Leicester City CCG	207	74.0%	
04D	NHS Lincolnshire West CCG	288	73.1%	
03X	NHS Erewash CCG	114	72.2%	

**National Cancer Patient Experience Survey 2017
East Midlands**

Annex (continued)

Dashboard Questions - CCGs

Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000008	East Midlands	4,984	91.0%	
04K	NHS Nottingham City CCG	242	94.1%	
04R	NHS Southern Derbyshire CCG	633	93.9%	
04E	NHS Mansfield and Ashfield CCG	217	92.8%	
04L	NHS Nottingham North and East CCG	187	92.7%	
04V	NHS West Leicestershire CCG	520	92.3%	
04N	NHS Rushcliffe CCG	133	92.2%	
04G	NHS Nene CCG	780	92.1%	
99D	NHS South Lincolnshire CCG	207	91.5%	
04Q	NHS South West Lincolnshire CCG	187	90.7%	
03W	NHS East Leicestershire and Rutland CCG	512	90.2%	
03V	NHS Corby CCG	72	90.1%	
04H	NHS Newark & Sherwood CCG	144	90.1%	
04M	NHS Nottingham West CCG	164	89.9%	
04C	NHS Leicester City CCG	202	88.5%	
03X	NHS Erewash CCG	115	88.4%	
03T	NHS Lincolnshire East CCG	390	87.1%	
04D	NHS Lincolnshire West CCG	279	85.1%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**

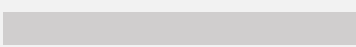
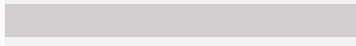
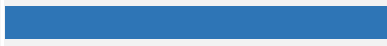
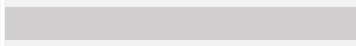
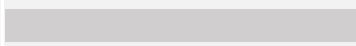
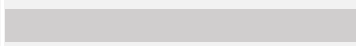
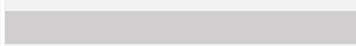
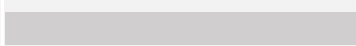




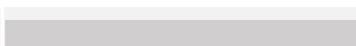

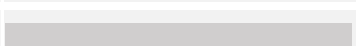
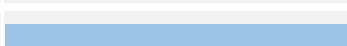
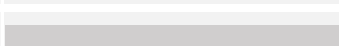
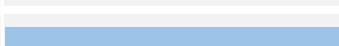
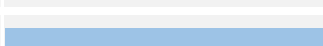
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000008	East Midlands	3,902	86.6%	
03X	NHS Erewash CCG	81	93.8%	
04N	NHS Rushcliffe CCG	113	92.4%	
04H	NHS Newark & Sherwood CCG	111	90.8%	
03V	NHS Corby CCG	62	90.0%	
04L	NHS Nottingham North and East CCG	155	89.8%	
04E	NHS Mansfield and Ashfield CCG	180	89.7%	
04R	NHS Southern Derbyshire CCG	495	88.7%	
04K	NHS Nottingham City CCG	207	87.9%	
04Q	NHS South West Lincolnshire CCG	147	87.7%	
03W	NHS East Leicestershire and Rutland CCG	382	86.9%	
99D	NHS South Lincolnshire CCG	157	86.8%	
03T	NHS Lincolnshire East CCG	282	86.6%	
04M	NHS Nottingham West CCG	129	86.6%	
04V	NHS West Leicestershire CCG	401	84.1%	
04G	NHS Nene CCG	654	83.4%	
04D	NHS Lincolnshire West CCG	198	83.2%	
04C	NHS Leicester City CCG	148	82.0%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**



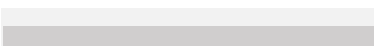
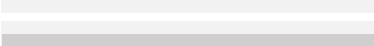
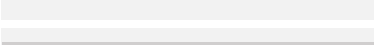

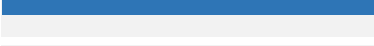
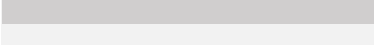

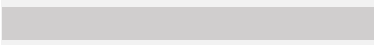

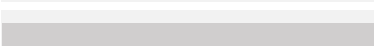
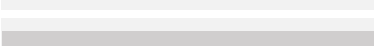
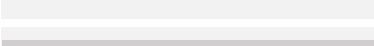
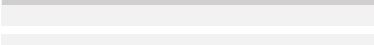
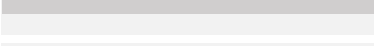


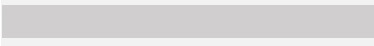
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000008	East Midlands	3,404	88.2%	
04Q	NHS South West Lincolnshire CCG	106	95.0%	
03W	NHS East Leicestershire and Rutland CCG	358	90.9%	
04K	NHS Nottingham City CCG	185	90.2%	
04R	NHS Southern Derbyshire CCG	453	90.1%	
04E	NHS Mansfield and Ashfield CCG	161	89.9%	
99D	NHS South Lincolnshire CCG	126	89.5%	
03X	NHS Erewash CCG	71	89.4%	
04M	NHS Nottingham West CCG	110	89.1%	
04V	NHS West Leicestershire CCG	357	88.8%	
04N	NHS Rushcliffe CCG	94	88.7%	
04L	NHS Nottingham North and East CCG	127	88.3%	
04H	NHS Newark & Sherwood CCG	94	88.2%	
03T	NHS Lincolnshire East CCG	247	86.0%	
04G	NHS Nene CCG	538	85.5%	
04C	NHS Leicester City CCG	148	84.1%	
04D	NHS Lincolnshire West CCG	179	83.9%	
03V	NHS Corby CCG	50	79.5%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000008	East Midlands	3,288	94.6%	
04H	NHS Newark & Sherwood CCG	93	98.9%	
04N	NHS Rushcliffe CCG	91	97.7%	
04Q	NHS South West Lincolnshire CCG	101	97.1%	
04V	NHS West Leicestershire CCG	344	97.1%	
04M	NHS Nottingham West CCG	107	95.8%	
04R	NHS Southern Derbyshire CCG	435	95.0%	
03W	NHS East Leicestershire and Rutland CCG	347	95.0%	
03T	NHS Lincolnshire East CCG	234	94.7%	
03X	NHS Erewash CCG	68	94.4%	
04D	NHS Lincolnshire West CCG	174	94.2%	
04L	NHS Nottingham North and East CCG	125	94.0%	
04K	NHS Nottingham City CCG	183	94.0%	
99D	NHS South Lincolnshire CCG	121	93.9%	
03V	NHS Corby CCG	49	93.1%	
04E	NHS Mansfield and Ashfield CCG	155	93.1%	
04G	NHS Nene CCG	517	92.3%	
04C	NHS Leicester City CCG	144	92.1%	

**National Cancer Patient Experience Survey 2017
East Midlands**

**Annex (continued)
Dashboard Questions - CCGs**

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000008	East Midlands	3,588	59.8%	
04M	NHS Nottingham West CCG	129	69.9%	
04Q	NHS South West Lincolnshire CCG	142	67.9%	
03W	NHS East Leicestershire and Rutland CCG	352	66.4%	
04D	NHS Lincolnshire West CCG	205	65.5%	
04N	NHS Rushcliffe CCG	104	61.6%	
04V	NHS West Leicestershire CCG	379	61.0%	
04E	NHS Mansfield and Ashfield CCG	151	60.8%	
04R	NHS Southern Derbyshire CCG	455	59.5%	
04G	NHS Nene CCG	529	59.1%	
04H	NHS Newark & Sherwood CCG	100	58.7%	
04K	NHS Nottingham City CCG	170	58.7%	
99D	NHS South Lincolnshire CCG	152	56.0%	
03X	NHS Erewash CCG	76	55.4%	
03T	NHS Lincolnshire East CCG	280	54.7%	
03V	NHS Corby CCG	50	53.0%	
04C	NHS Leicester City CCG	180	50.9%	
04L	NHS Nottingham North and East CCG	134	49.1%	

Annex (continued)

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2017.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2017 and March 2018.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

Further information

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk

Redevelopment of the 2017 survey

There have been no changes to the questionnaire compared to 2016.

Official Statistics

The 2017 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

49 of the 50 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")

question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: www.ncpes.co.uk

Further details on the scoring methodology can be found in the technical document for the survey, available at: www.ncpes.co.uk

Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at: www.ncpes.co.uk

Annex (continued)

Statistical significance

In the reporting of 2017 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2017 have been compared with those of 2016 and statistically significant change between the two years has been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:

www.ncpes.co.uk



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

Further information on Quality Health is available at:

www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk